

--1 – CIO TRAINING WORKING GROUP

PROJECT NAME:	CIO TRAINING WORKING GROUP
Project Sponsor:	Mitch Coppin
Sub-Committee Managers:	Cheryl Barquest & Gigi Smith
Lead Web Development	Gigi Smith
Lead CIO Training	Skip Close
Lead Certification Curriculum	Martin LaFon

SCHEDULE:	
Start Date:	August 2004
End Date:	November 2005

OBJECTIVE STATEMENT:
Objective 3 Provide Professional Development for Technology Personnel The State will develop and support a robust technology training program focused on leadership, project management, acquisition management, systems management, application development and other skills necessary to support new technologies.

IN SCOPE:
<u>Actions</u> 1. The State CIO will convene a workgroup by April 2005 to assess the skills and training needs for each function in the technology workforce, including technical certification requirements and continuing training to maintain currency and proficiency. 2. The workgroup above will by June 2005 identify centers of excellence for each information technology specialty area to assist state agencies in addressing technical and capacity issues. 3. The workgroup will by August 2005 develop a State Technology Workforce Training plan that outlines initiatives to improve the capacity and capability of state technology employees to meet the strategic goals of the state.

OUT OF SCOPE:
<u>Actions</u> The State ISO will by October 2005 lead the development and provisioning of security awareness training for end users.

DELIVERABLES:
1. Survey CIO's, AIO's and Directors to determine training needs. 2. Develop technical/professional, management and executive training curriculum to meet those needs. 3. Identify training resources to meet the training needs. 4. Via a hosted website, provide a training resource directory and event calendar. 5. Provide the basis for an ongoing training curriculum for the IT community. 6. Develop state certification plan for CIO's.

DELIVERABLES SCHEDULE	Target Date
Develop Rank and file survey through ITMA	05/31/05
Develop Course Curriculum for Rank and file through ITMA	06/05
Develop the survey for CIO, AIO, AND Directors Input	07/05
Analyze SURVEY Results	07/05
Perform GAP ANALYSIS	07-08/05
Develop On-line "Personalize" training curriculum based on needs and organization specifications	09-11/05
Identify TRAINING RESOURCES	11/05
Coordinate a CIO CERTIFICATION CURRICULUM	11-1/06
Publish deliverables on CIO Website	As Completed

BACKGROUND:

The State will develop and rebuild its information technology workforce to meet the needs and challenges of supporting a large and complex public-sector organization in the 21st Century.

The structure of the state's technology workforce has not kept pace with the changing environment of technology. While on one hand, the skills needed to sustain legacy systems are dwindling because of retirements which are projected to increase in the next three to five years, on the other hand, the state has not been able to acquire sufficient skills or capability to develop, operate or maintain newer technologies and systems. We must begin succession planning and rebuild our workforce.

It is estimated that 30-40% of IT senior level and above staff will retire in the next 5-7 years. By developing a CIO training curriculum, the State will have a well-trained and qualified pool of IT professionals to replace retiring CIOs.

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PROJECT RISKS:

- Lack of Clarity
- Resources: Sponsorship, Funding, Time Commitment
- Scope creep
- Dependent projects
- Multiple levels of approval for survey
- Programming resources to develop the curriculum data base and front end (to personalize the results to the individual).
- Misaligned expectations
- Lack of commitment by team members
- Lack of continuity of team members
- Lack of cooperation or interest in stakeholders

BENEFITS:

- This will provide a succession planning strategy for placement of CIOs and Executive Level IT staff as retirements from State Service occurs.
- Identifies available CIO training resources.
- Establishes core competency levels for CIOs that directly contributes to achievement of IT strategic goals.
- Establishes IT professional goals and provides measurable development standards for future development of the individuals seeking advancement in the Executive Level of IT management.
- IT staff retention

SUCCESSFUL COMPLETION CRITERIA:

- Completion of survey.
- Identification of training needs.
- Development of curriculum.
- Identification of training resources to complete curriculum (directory).
- Development of CIO certification curriculum.
- Operational Website with meaningful content

DEPENDANT PROJECTS:

- ITMA web survey
- Classification process
- DTS Merger
- Website host agreement

RESOURCES:

Core Project Team Members	Team Role
Gigi Smith	Sub Com lead
Skip Close	Sub Com lead
Caroline Myers	Share all roles
Linda Adams	Share all roles
Stephen Hull	Share all roles
Dee Hayden	Share all roles
Martin LaFon	Sub Com lead
Julie Whitten	Share all roles
Jim Epp	Sub Com co-lead

ASSUMPTIONS and CONSTRAINTS

- Required Support Resources will be made available to enable product delivery, as in the case of the ITMA project.
- Ownership of the deliverables: data, process and website.
- Website host agreement to provide support resources.